

# CONTINUOUS QUALITY IMPROVEMENT (CQI)



## Adult Protective Services

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**Our Vision:** To prevent and reduce harm to vulnerable adults from abuse, neglect, and exploitation utilizing the least restrictive methods.

**Our Commitments:**

1. Adults have the right to be safe
2. Adults retain all their civil and constitutional rights unless a court adjudicates otherwise
3. Adults have the right to accept or refuse services
4. Adults have the right to make decisions that do not conform with societal norms as long as these decisions do not harm others

# TABLE OF CONTENTS

<b>Chapter 1: Prevention and Early Intervention.....</b>	<b>3</b>
Adult Protective Services Intakes – 2008 to 2013.....	4
Adult Protective Services Intakes – Current Calendar Year (2015).....	5
Adult Protective Services Recurrence Details .....	6
Adult Protective Services Recurrence Trends .....	7
<b>Chapter 2: Safety.....</b>	<b>9</b>
Intake/Hotline Calls.....	10
Intake/Hotline Quality Measures.....	11
APS Accepted Intakes vs. Vulnerable Adults.....	12
APS Face to Face Contact Time Frames.....	13
APS Investigation Timeframes – Ready for Review Status.....	14
APS Investigation Timeframes – Final Status from Ready for Review.....	15
APS Investigation Timeframes – Final Status from Intake .....	16
APS Monthly Contact .....	17
APS Quality Measures – Statewide – Timeliness .....	18
APS Quality Measures – Statewide – Alleged Victim, Safety Response, Alleged Perpetrator, & Evidence & Contacts .....	19
APS Quality Measures – Statewide – Maltreatment .....	20
<b>Chapter 3: Workforce Stability.....</b>	<b>21</b>
APS Intake Trends by Service Area .....	22
APS Staff Vacancy Rate.....	23
Average Number of Investigations per APS worker per month .....	24

# CHAPTER 1: Prevention and Early Intervention

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- **OUTCOME STATEMENT: COMMUNITIES WILL HAVE AN UNDERSTANDING AND OWNERSHIP OF PREVENTING AND INTERVENING IN THE PROTECTION OF VULNERABLE ADULTS FROM ABUSE, NEGLECT, OR EXPLOITATION.**
- **Goal Statement: Increase the public's awareness of the role of Adult Protective Services.**

## Adult Protective Services Intakes – Past 3 Years

### Strengths/Opportunities:

The number of accepted APS intakes has increased each year since 2008.

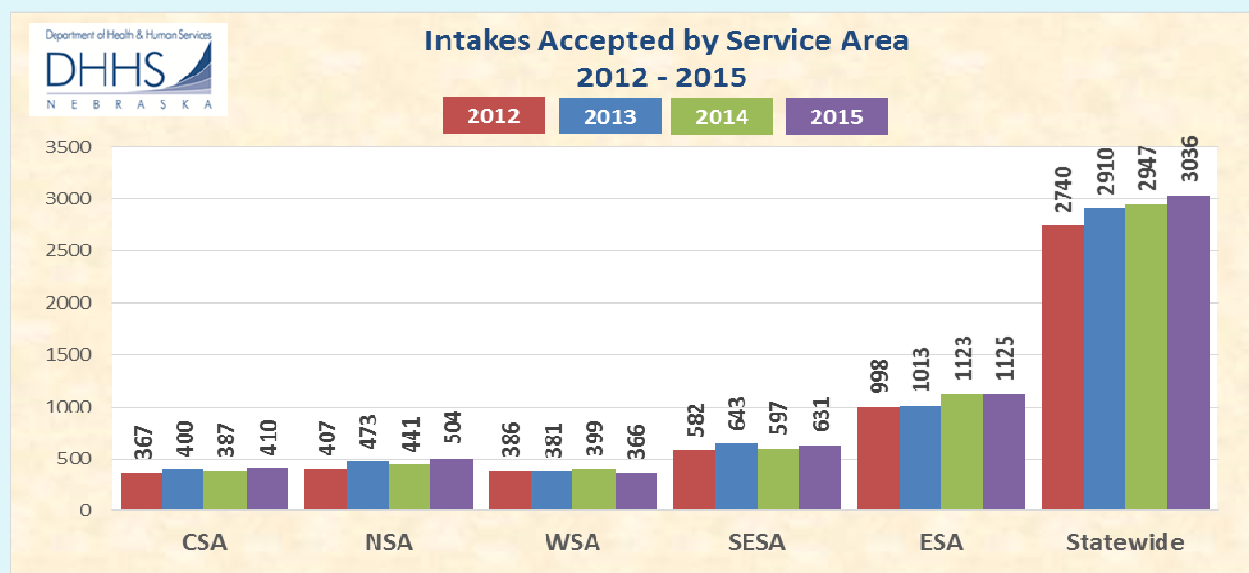
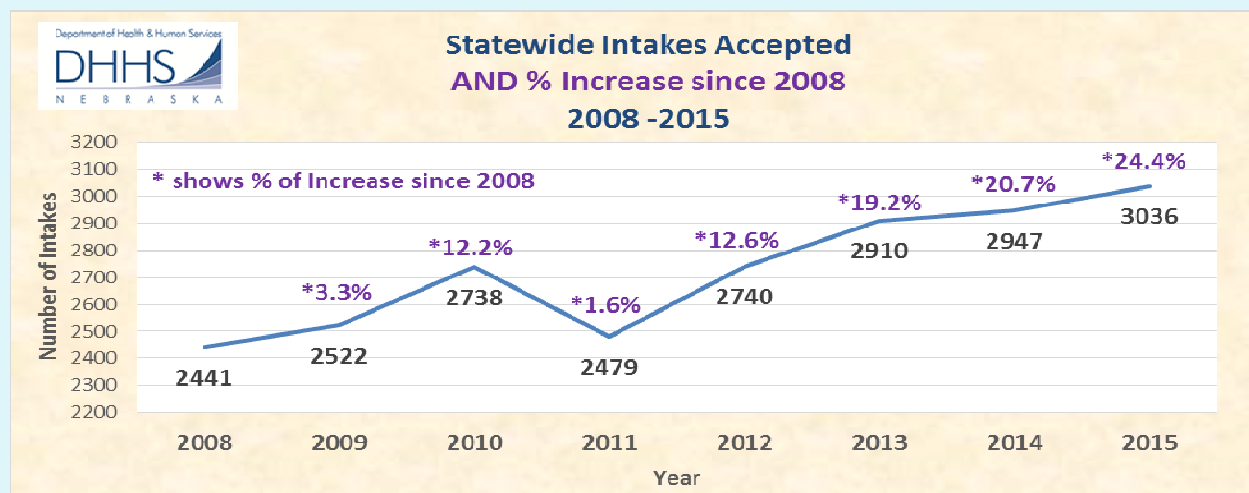
2014: Overall, there were 37 more intakes accepted than in 2013. Several service areas had a lower number of intakes received in 2014 than in 2013. (CSA, NSA, and SESA).

2015: Overall, there were 89 more intakes accepted than in 2014. CSA, NSA, SESA, and ESA saw an increase in the number of intakes throughout the year, while the WSA saw a decrease in the total intakes received throughout 2015.

### Barriers:

### Action Items:

What are the overall trends of accepted APS intakes over the past 3 years?



**Data Review Frequency: Monthly**



## Adult Protective Services Intakes – Past 3 Months

### Strengths/Opportunities:

August 2016: The state remains consistent at about a 25% acceptance rate based on intakes received by the hotline.

### Barriers:

### Action Items:

### Total accepted intakes for the current year (Jan 2016 - present):

CSA: 207

ESA: 644

NSA: 269

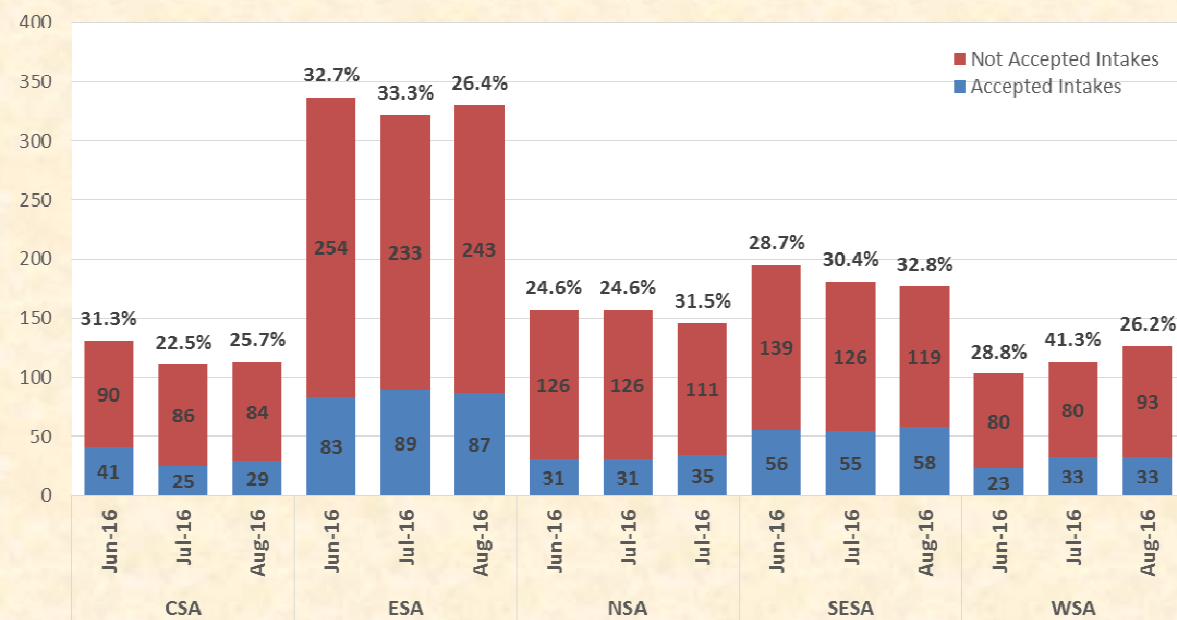
SESA: 427

WSA: 219

## How many APS intakes are accepted vs. not accepted for each Service Area over the past 3 months?



### All Adult Protective Services Intakes Per Service Area



The data in this chart represents the number of accepted intakes and not accepted intakes for APS reports for each reporting month. The % at the top of each bar represents the percentage of intakes out of all intakes that were accepted for the reporting month.

This data reflects all the APS Intakes during the reporting month including accepted intakes and intakes not accepted. This data does not reflect multiple reporter intakes.

Source: 2016-08 Intake QA Report

Data Review Frequency: Monthly

## APS Recurrence Details

### Strengths/Opportunities:

April 2016: Statewide overall victim recurrence went to 6.6%. Perpetrator recurrence decreased to 2.7% overall.

May 2016: Statewide overall victim recurrence increased to 7.9%. Perpetrator recurrence increased to 2.7% overall.

August 2016: Statewide overall victim recurrence increased to 8.4%. Perpetrator recurrence increased to 4.8%.

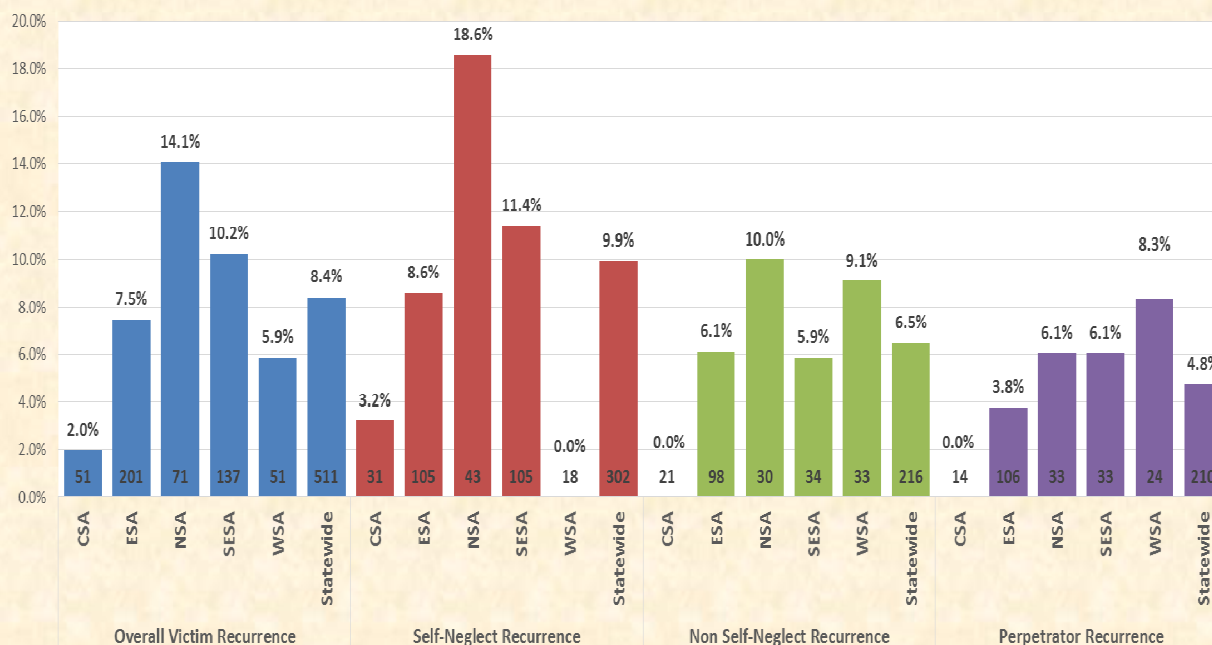
### Barriers:

### Action Items:

## What is the recurrence rate for Adult Protective Services victims & perpetrators on different types of intakes over time?



### Recurrence Rates for APS Victims & Perpetrators with Substantiated Abuse, Neglect, Exploitation, or Self-Neglect and a Subsequent Substantiation within 12 months



This data shows the Recurrence rates for Adult Protective Services Victims & Perpetrators that meet the following criteria:

- The first substantiation of abuse or neglect occurred between 7/1/2014 to 6/30/2015 AND there was a second substantiation within 12 months of the first substantiation.

The **number at the bottom** of each bar represents the number of substantiated intakes during the time period above.

The **percentage shown** represents the percentage of substantiated intakes that had a second substantiation within 12 months of the first substantiation.

Source: 7.1.2014 to 6.30.2015 APS Recurrence Details

Data Review Frequency: Monthly

## APS Recurrence Trends

### Strengths/Opportunities:

May 2016: New chart illustrating the trends for statewide recurrence rates.

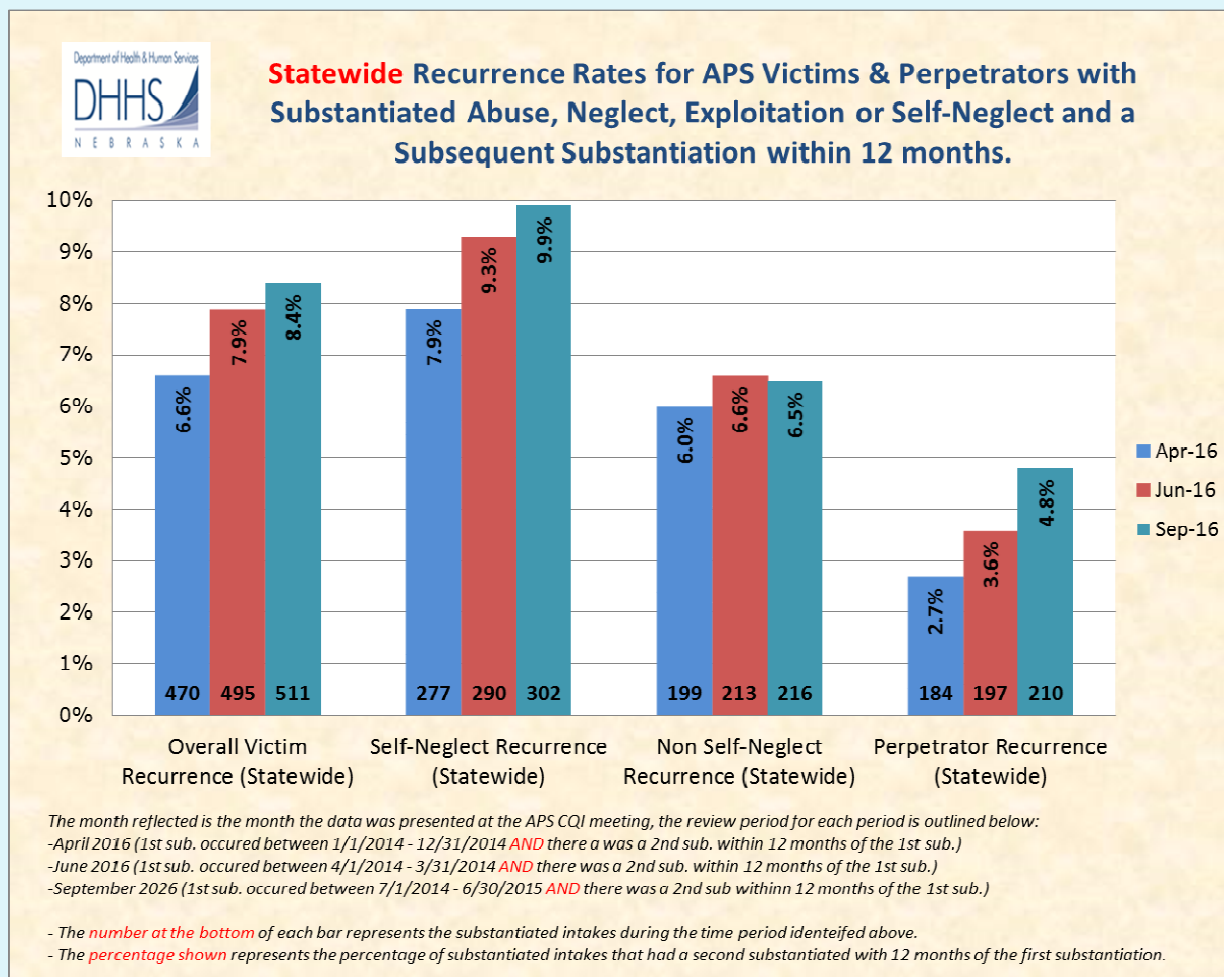
August 2016: Several increases statewide in recurrence rates for each type of recurrence. .

### Barriers:

### Action Items:

Data Review Frequency: Monthly

## What is the recurrence rate for Adult Protective Services victims & perpetrators on different types of intakes over time?



Source: 7.1.2014 to 6.30.2015 APS Recurrence Details

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## CHAPTER 2: Safety

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- **OUTCOME STATEMENT: VULNERABLE ADULTS IN THE ADULT PROTECTION SYSTEM ARE SAFE.**
- Goal Statement #1: Adult protection and safety staff are committed to integrating Structured Decision Making into all aspects of work
- Goal Statement #2: Vulnerable adults will receive a timely response from Adult Protective Services
- Goal Statement #3: Adult Protective Services ensure the safety and dignity of vulnerable adults using the least restrictive interventions

## Intake Calls / Responses – All Calls & APS Breakout

### Strengths/Opportunities:

August 2016: APS Investigation calls went from 918 (16.5%) of all calls in July 2016 to 947 (15.0%) of all calls in August 2016.

### Barriers:

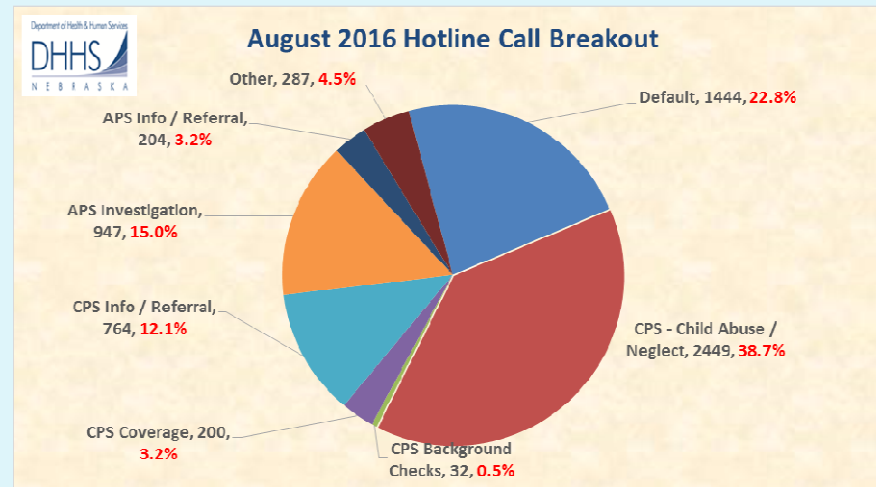
### Action Items:

Definitions for each type of call are below the chart.

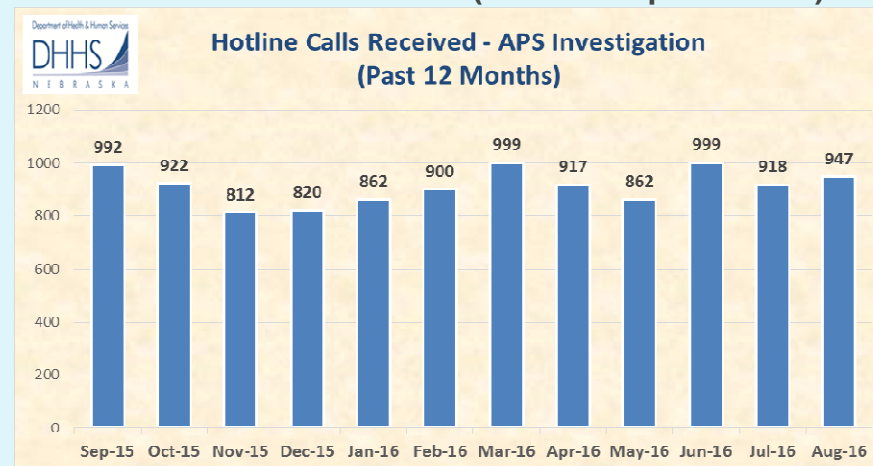
Source: Hotline ACD & LOB Data

**Data Review Frequency: Monthly**

## How many hotline calls received each month are screened as APS Investigations?



## What percentage of hotline calls answered each month were APS Abuse and Neglect calls or APS Info/Referral calls? (Current Report Month)



**APS Info / Referral:** Caller wants information or needs a referral to a community resource

**APS Investigation:** Caller intends to make an APS report

**CPS Info / Referral:** Caller wants information or needs a referral to a community resource for children

**CPS Coverage:** Caller needs information on an open case

**CPS Background Checks:** Requests for background checks to be completed for placement

**CPS Child Abuse/Neglect:** Caller intends to make a CPS report

**Default:** Calls not coded into the Line of Business system

**Other:** Calls that are general questions that do not fit into any of the other categories and do not generate a report, NFOCUS documentation, or notification to another HHS employee

## Intake Quality Measures – APS Only (3 Month Period)

### Strengths/Opportunities:

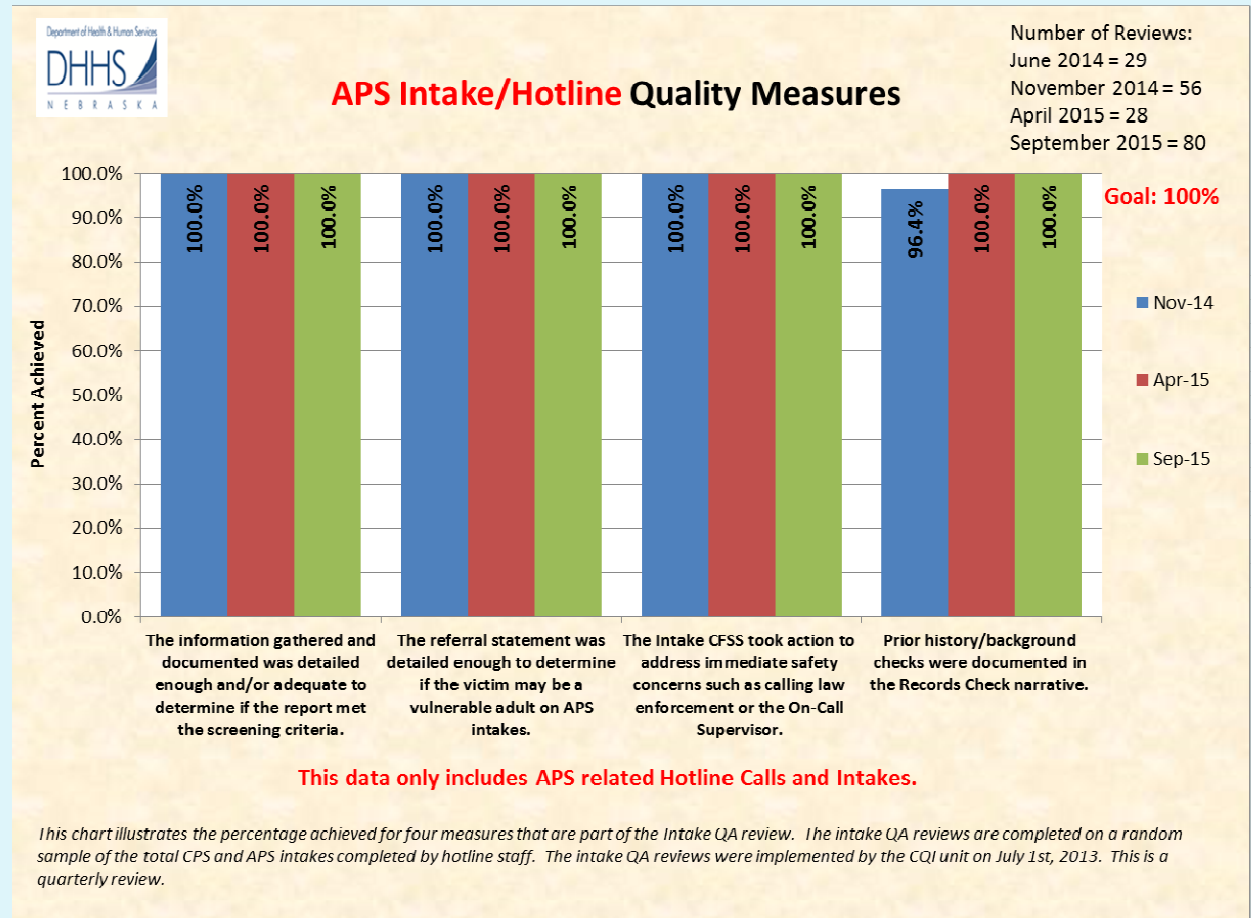
September 2015: Data indicates that APS intakes are received with enough detail to determine if the report met the screening criteria and if the victim may or may not be a vulnerable adult.

### Barriers:

### Action Items:

**Note: This is a quarterly review.**

## How well does the hotline adhere to expectations established for quality intake decisions?



**Data Review Frequency: Quarterly**



### Adult Protective Services Intakes vs. Vulnerable Adults (6 Month Period)

#### Strengths/Opportunities:

August 2016: Data now reflects all accepted intakes for the reporting month. Data is shown for previous months to allow all intake findings to be entered.

#### Barriers:

#### Action Items:

*The data in the charts reflects the months in which the intake was received. The months on the chart are shown to allow for the 60 day timeframe for intakes to be finalized.*

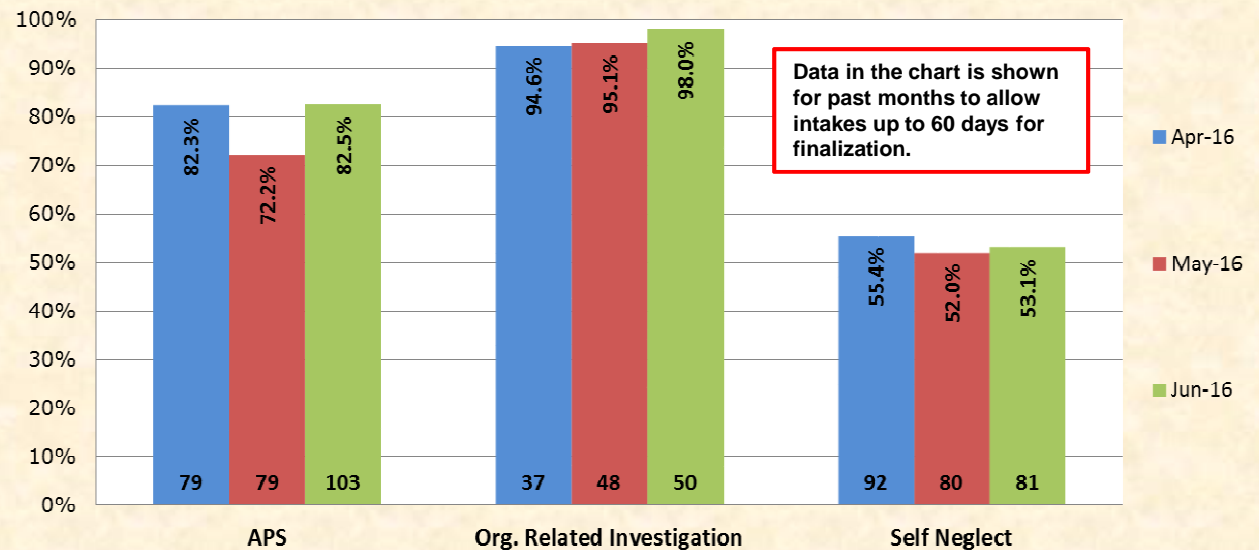
**Data Review Frequency: Monthly**

## How often are alleged victims found to be “vulnerable adults” on accepted perpetrated, Org. Related, and Self-Neglect intakes?



### APS Accepted Intakes vs. Vulnerable Adults

**This data reflects all the Accepted APS, ORI, and Self-Neglect intakes for the reporting month.**



Month:	Accepted Intakes	Multiple Reporter	Findings Not Entered
Mar-16	235	35	12
Apr-16	229	21	4
May-16	226	31	9

*This graph represents the percentage of adults who were found to be vulnerable on accepted APS intakes. The data is split out by intake type over a 3 month period.*

*The chart to the left shows the number of accepted intakes each month, and also how many intakes were listed as "Multiple Reporter" and "Findings Not Entered."*

**Definitions will be added for the different types of intakes (Perpetrated, Org. Related, and Self-Neglect).**

**Vulnerable Adult: NRS (28-371):** Vulnerable adult shall mean any person eighteen years of age or older who has a substantial mental or functional impairment or for whom a guardian has been appointed under the Nebraska Probate Code.



### APS Face to Face Contact Timeframes (3 Month Period)

#### Strengths/Opportunities:

June 2016: Decrease in all 3 priority time frames since May 2016.

July 2016: Increase in all 3 priority time frames since June 2016!

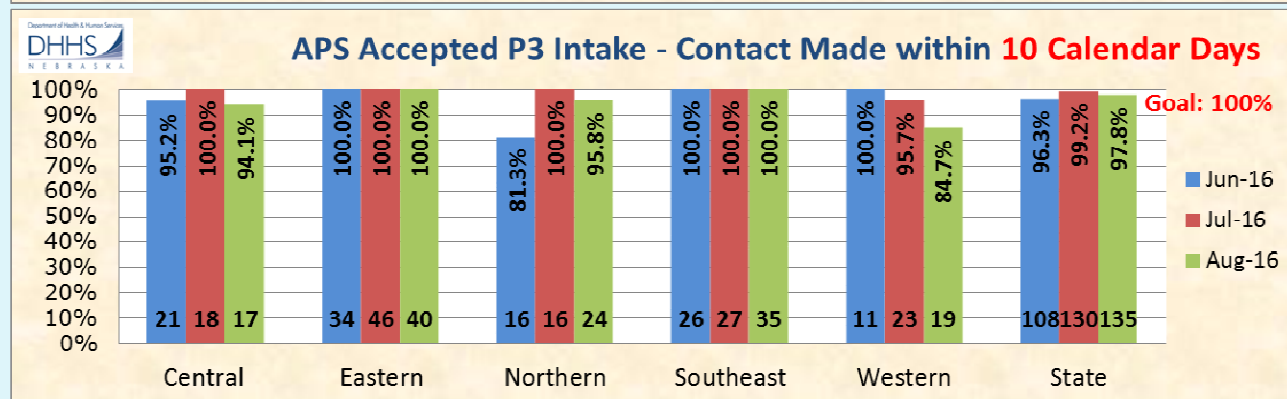
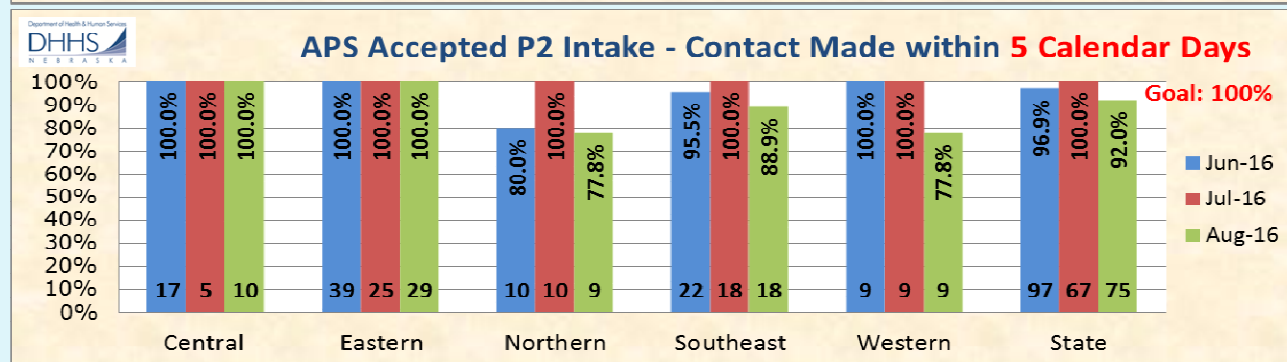
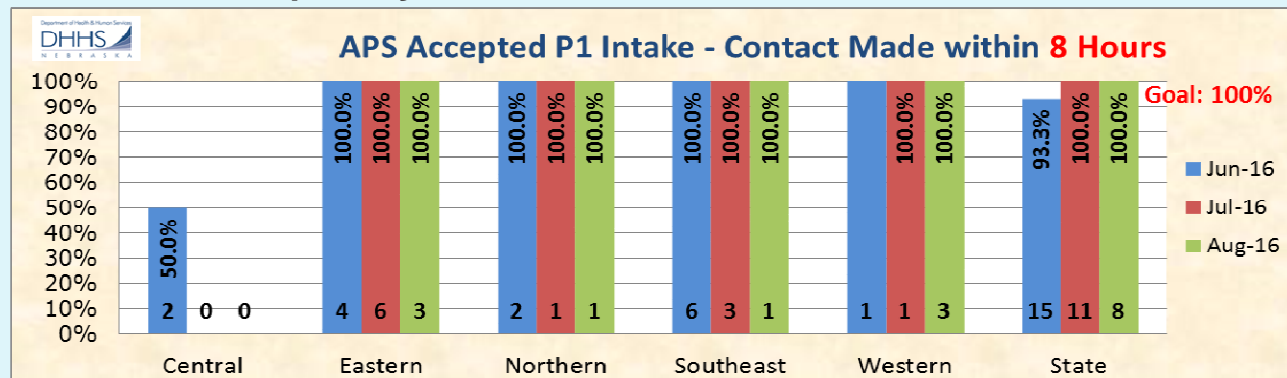
August 2016: Slight decrease in P2 and P3 priority time frames, but P1 remains at 100%.

#### Exceptions granted for intakes accepted in August 2016:

Exception Type	CSA	ESA	NSA	SESA	WSA
Unable to Locate	1	13	0	5	1
Refusal	0	0	1	0	0
Unable to Identify	0	0	0	0	0
Admin. Intake	0	0	0	0	0
Death of Victim	0	1	0	0	2
Law Enforce. Hold	0	1	0	0	0
<b>TOTAL EXCEPTIONS</b>	<b>1</b>	<b>15</b>	<b>1</b>	<b>5</b>	<b>3</b>

This data is measured for intakes  
accepted in August 2016.

### Is face to face contact with an alleged victim occurring within established priority time frames?



Data Review Frequency: Monthly

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-08 APS Performance Accountability

### APS Investigation Timeframes— In Ready for Review Status (3 Month period)

#### **Strengths/Opportunities:**

June 2016: P1 and P2 timeframes remained the same, while P3 timeframes increased.

July 2016: Decrease in P1 and P3 timeframes with a slight increase in P2 timeframes.

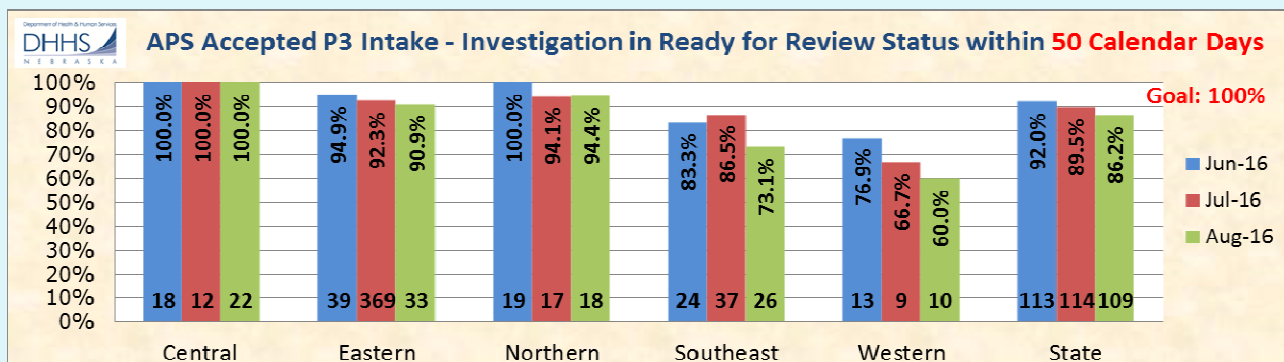
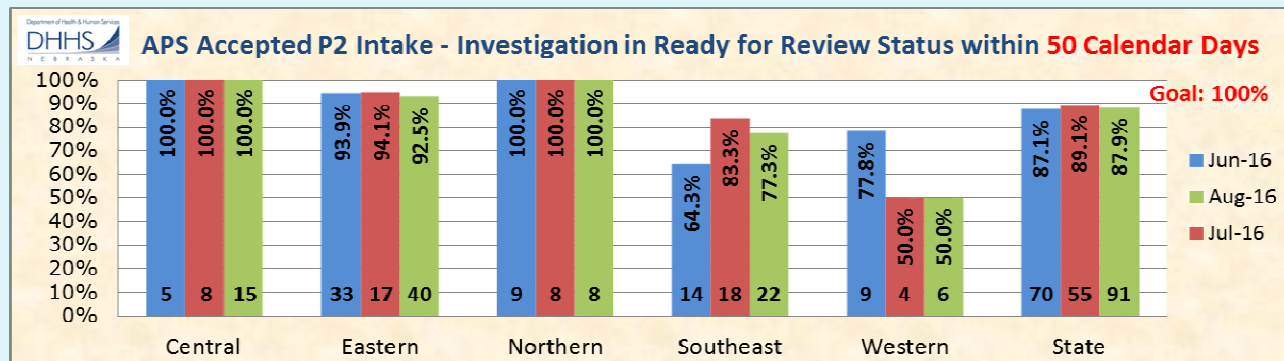
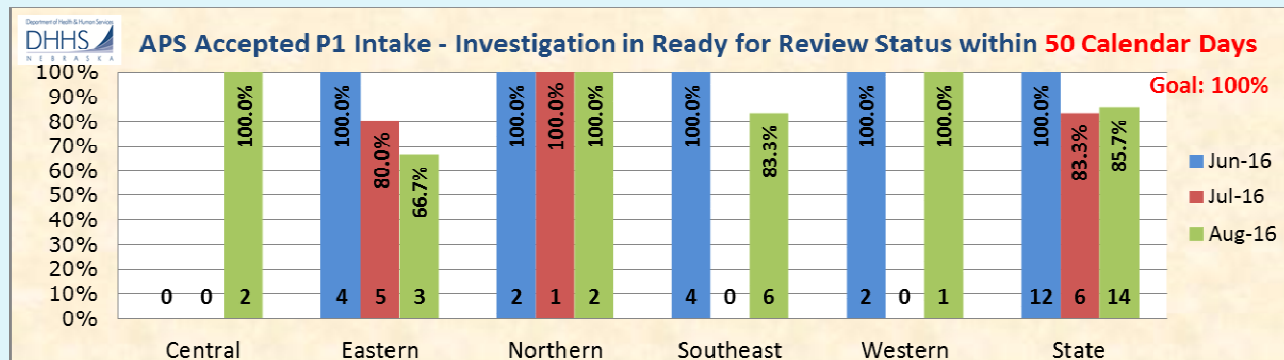
August 2016: Slight increase in P1 timeframes, with small decreases in P2 and P3 timeframes.

#### **Barriers:**

Financial exploitation cases are considered a barrier to achieving this measure due to the time requirements involved in that type of investigation.

*Note: Exceptions to finalization timeframes are not reflected in the charts.*

### Is the APS worker submitting their draft APS Investigation to their supervisor for review within the expected timeframes?



**Data Review Frequency: Monthly**

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-08 APS Performance Accountability

Data in the charts is shown for June 2016 to allow intakes up to 60 days for finalization.

APS Investigation Timeframes— In Final Status from Ready for Review (3 Month Period)

### Strengths/Opportunities:

June 2016: All three areas had the supervisor finalize the investigation within 10 days of ready for review!

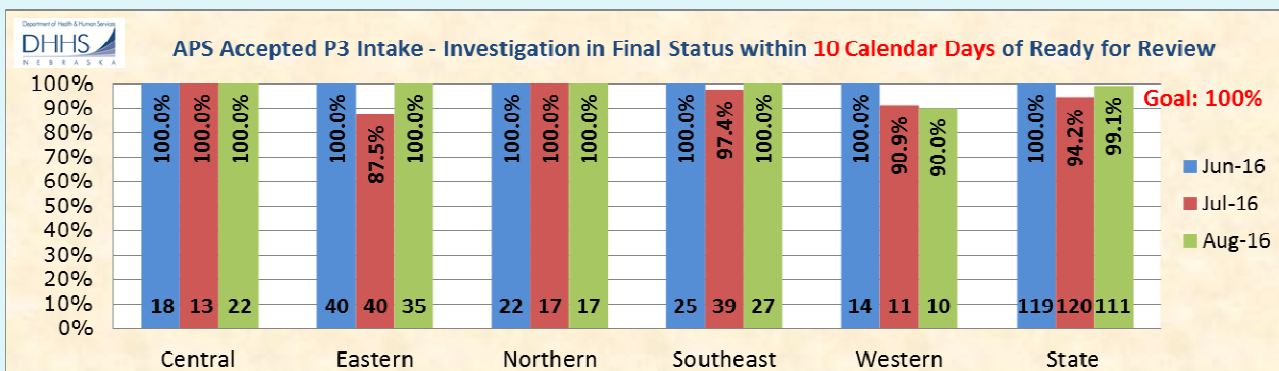
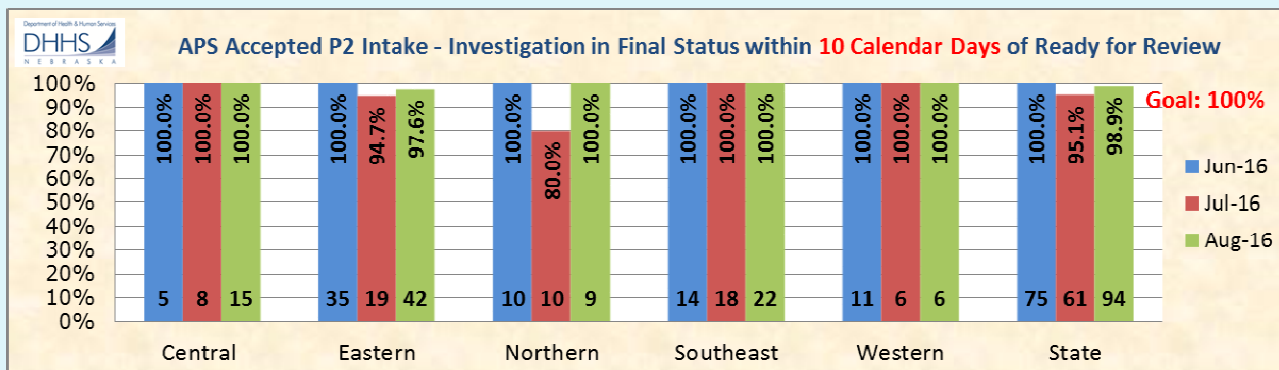
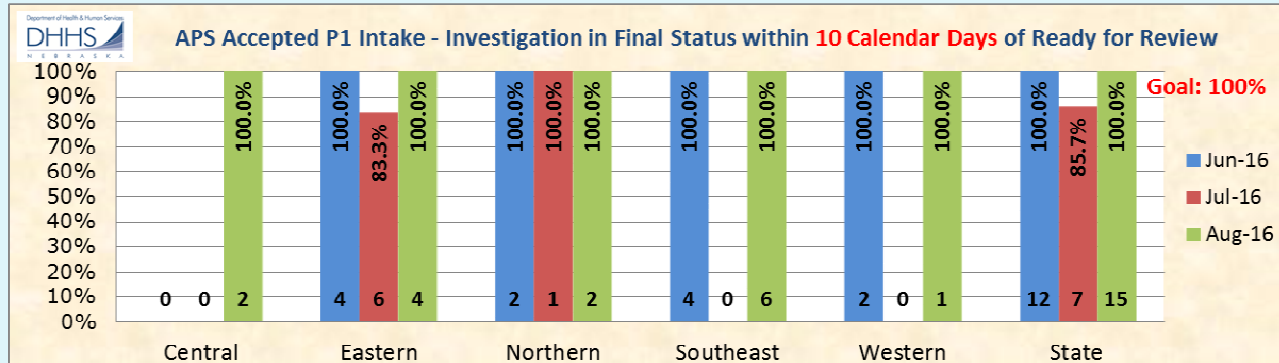
July 2016: Decrease in all three priority timeframes statewide.

August 2016: Increase in all three priority time frames regarding the supervisors finalizing the assessments timely!

### Barriers:

### Action Items:

## Is the APS investigation finalized by the APS Supervisor within 10 calendar days after it is submitted by the worker?



Data Review Frequency: Monthly

Note: Measures are from the APS Performance Accountability report on Infiview. Source: 2016-08 APS Performance Accountability

Data in the charts is shown for June 2016 to allow intakes up to 60 days for finalization.

### APS Investigation Timeframes – In Final Status from Intake (3 Month Period)

#### Strengths/Opportunities:

June 2016: Increase in P2 and P3 finalization time frames while P1's remained at 100%.

July 2016: Slight decreases in all statewide timeframes.

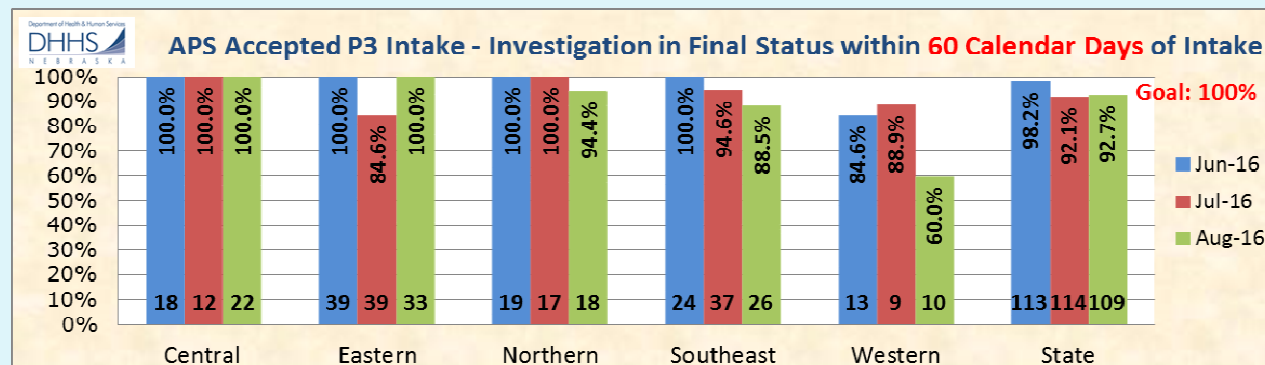
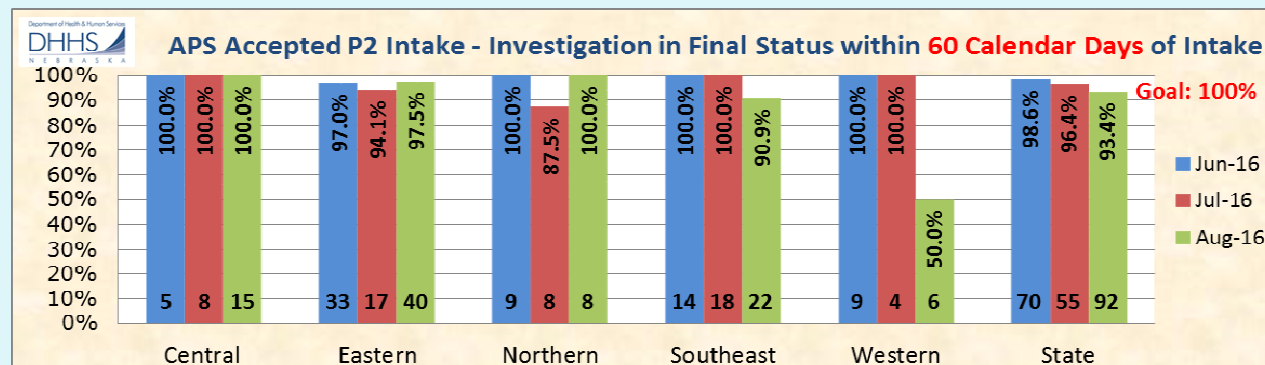
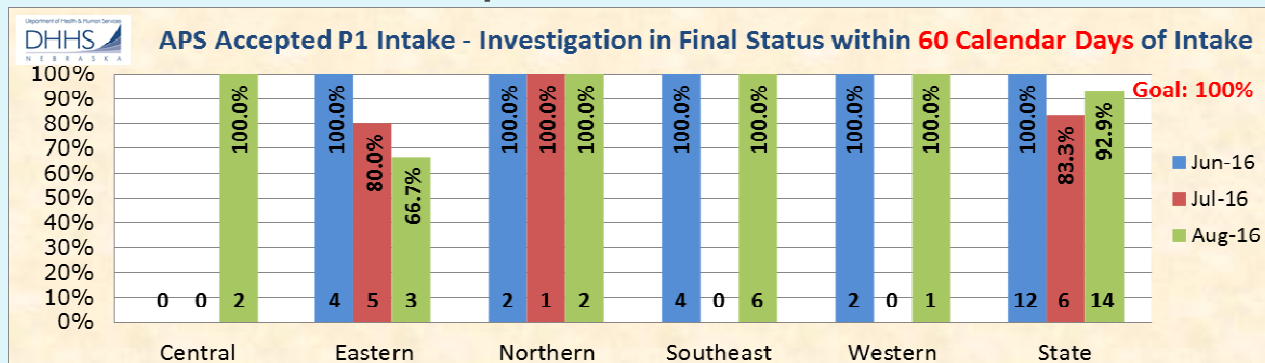
August 2016: Increase in P1 finalization timeliness, with a slight decrease in P2 timeframes.

#### Extensions granted for intakes accepted in June 2016:

Extension Type	CSA	ESA	NSA	SESA	WSA
Invest. Timeframe	2	6	2	2	4
Admin. Intake	0	0	0	0	1
Law Enforce. Hold	0	1	0	0	0
<b>TOTAL EXTENSIONS</b>	<b>2</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>5</b>

This data is measured for intakes accepted in June 2016.

### Are APS investigations finalized within priority timeframes after the intake was accepted?



Note: Measures are from the APS Performance Accountability report on Infview. Source: 2016 – 08 APS Performance Accountability

Data in the charts is shown for June 2016 to allow intakes up to 60 days for finalization.

Data Review Frequency: Monthly

### Monthly Contact – Open APS Cases (Current Report Month)

#### Strengths/Opportunities:

August 2016: Statewide decrease to 66.7% of cases with no open investigation having a monthly contact.

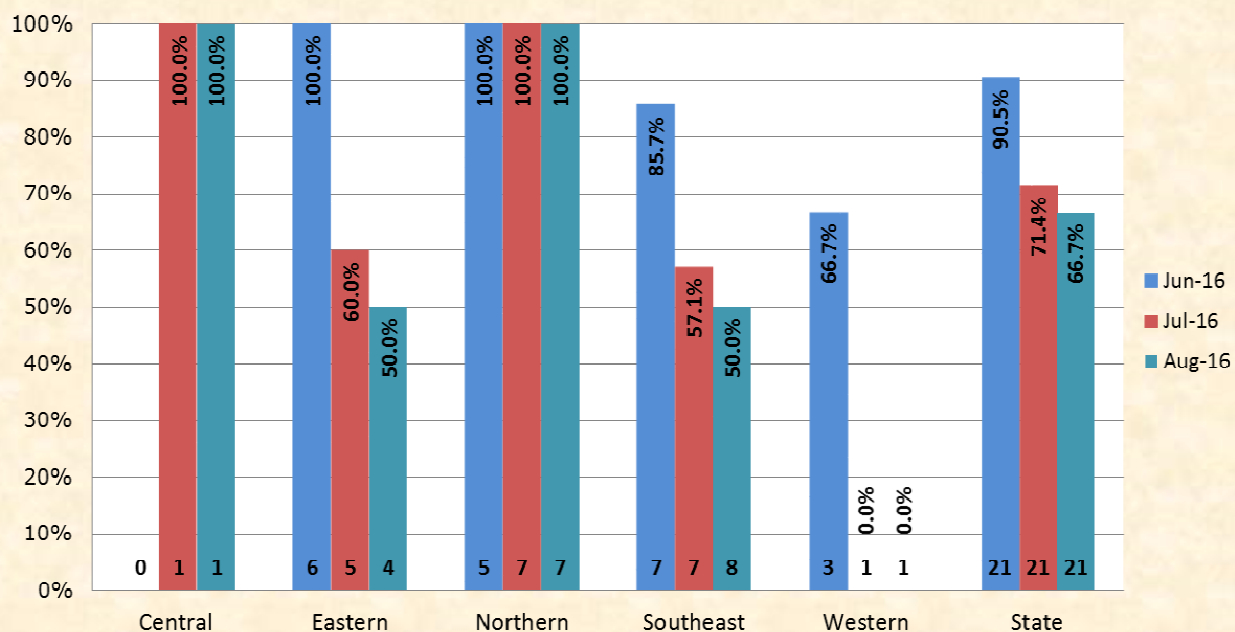
#### Barriers:

#### Action Items:

### Are monthly contacts being documented on open APS program cases with no current investigation?



#### Monthly Contact in Open Program Cases with no Active Investigation



This data shows that there are several open program cases with no active APS investigations across the state.

- The number at the bottom of each graph shows the number of open program cases where a monthly contact should be expected.
- The percentage shown represents the percentage of open program cases where a monthly contact was documented.

**Definition:** All APS Program Cases that are in open status on the last day of the month prior to the report run and either have no investigation tied or all investigations are in Final Status.

**Performance Standard:** In open program cases with no investigation tied or all investigations in final status, the expectation is one documented face to face contact with the adult(s) per month.

Note: Measures are from the APS Performance Accountability report on Infoview. Source: 2016-08 APS Performance Accountability

**Data Review Frequency: Monthly**



## APS Quality Measures – Statewide (Quarterly Review)

### Strengths/Opportunities:

March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.

June 2016: 287 APS QA reviews were completed in June 2016.

### Barriers:

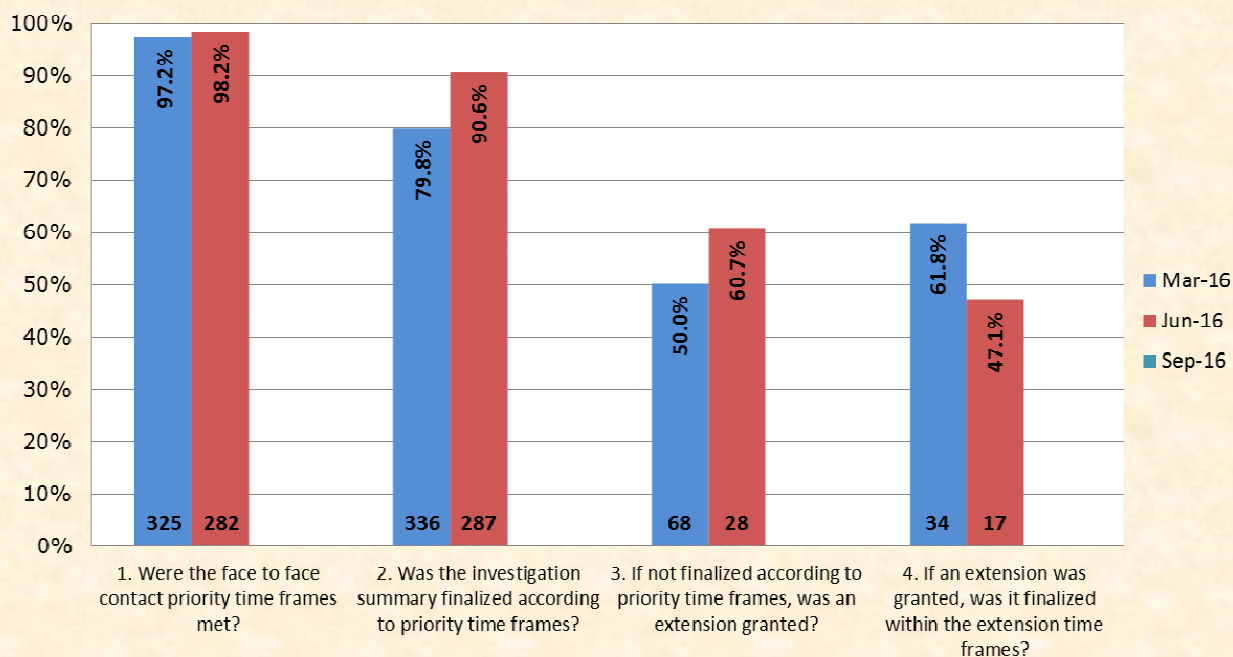
### Action Items:

## Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



### Statewide - APS Investigation Summary Quality Reviews

#### Demographics & Timeliness



*This chart illustrates the percentage achieved of four measures that are part of the APS QA Reviews. The APS QA reviews are completed on a random sample of all the APS Investigation Summaries that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Investigation Summary QA on March 1st, 2016.*

**Number of APS QA Reviews by Quarter:** March 2016 = 336 reviews, June 2016 = 287 reviews

**Data Review Frequency: Monthly**

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

## APS Quality Measures – Statewide (Quarterly Review)

### Strengths/Opportunities:

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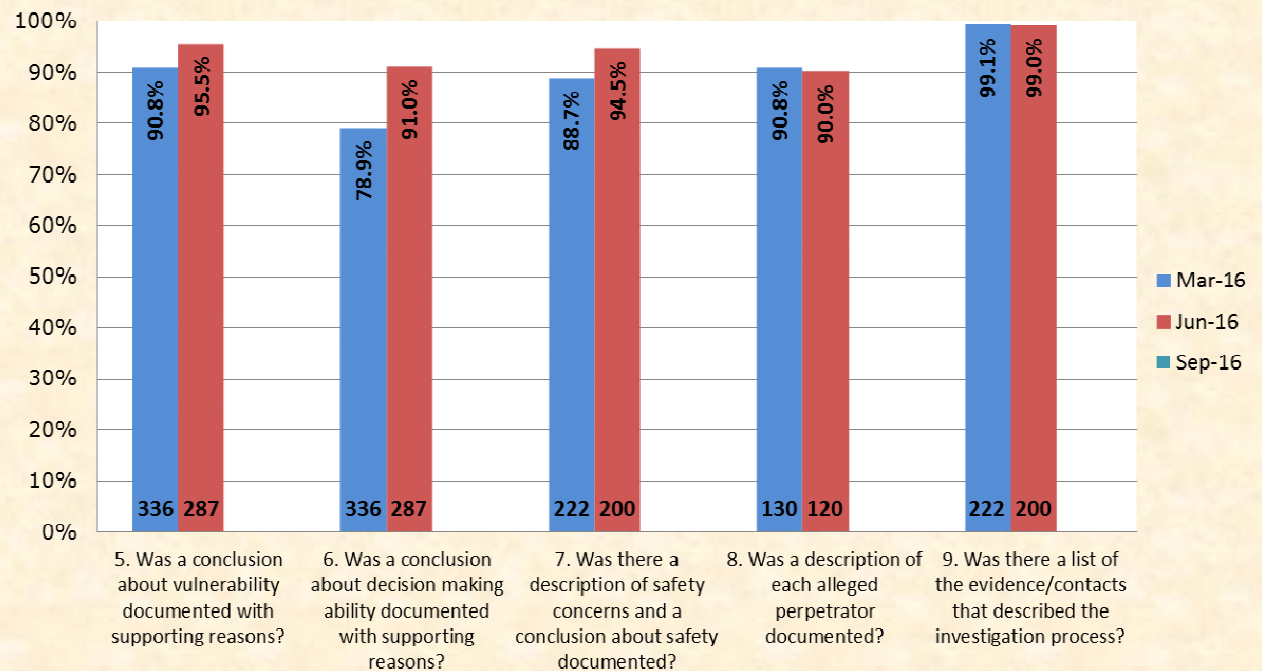
### Barriers:

### Action Items:

## Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



### Statewide - APS Investigation Summary Quality Reviews Alleged Victim, Safety Response, Alleged Perpetrator, & Evidence/Contacts



*This chart illustrates the percentage achieved of four measures that are part of the APS QA Reviews. The APS QA reviews are completed on a random sample of all the APS Investigation Summaries that are completed by APS staff and finalized by APS supervisors. The CQI Unit implemented the new APS Investigation Summary QA on March 1st, 2016.*

**Number of APS QA Reviews by Quarter:** March 2016 – 336 reviews, June 2016 – 287 reviews

Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

**Data Review Frequency: Monthly**

## APS Quality Measures – Statewide (6 Month Period)

### Strengths/Opportunities:

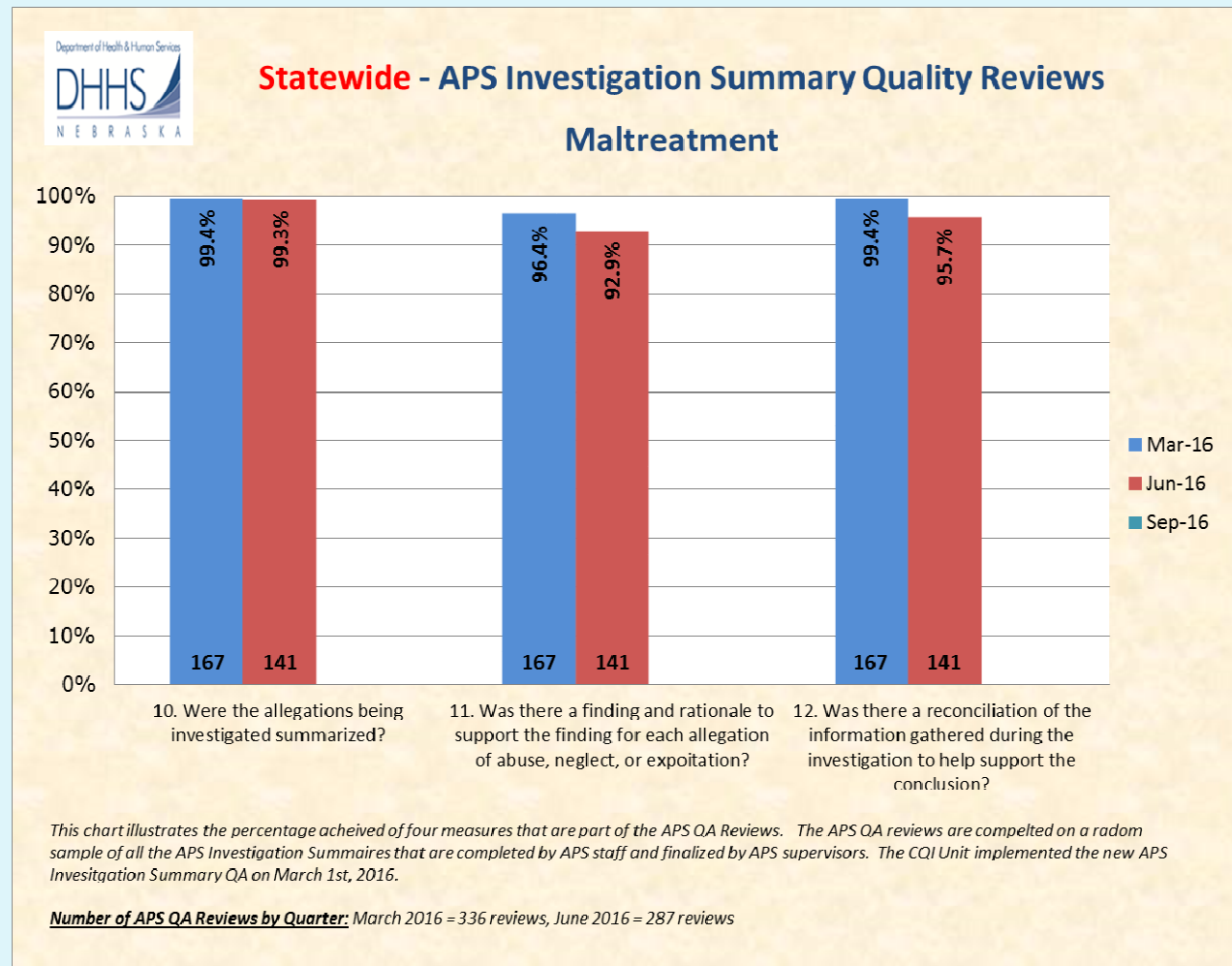
March 2016: 336 APS QA reviews were completed in March 2016. The reviewers looked over cases finalized in January and February 2016.

June 2016: 287 APS QA reviews were completed in June 2016.

### Barriers:

### Action Items:

## Does the APS Investigation Summary contain sufficient information to support decisions made during the investigation?



Note: Measure is from CQI reviews of the APS investigation summary. Random samples from each service area are selected and reviewed on a monthly basis.

**Data Review Frequency: Monthly**



## CHAPTER 3: Workforce Stability

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- **OUTCOME STATEMENT: THE ADULT PROTECTIVE SERVICES' WORKFORCE IS WELL-QUALIFIED, TRAINED, SUPERVISED, AND SUPPORTED.**
- **Goal Statement #1: Reduce staff turnover**
- **Goal Statement #2: Provide for ongoing training for staff that addresses the skill and knowledge base needed to carry out their duties**
- **Goal Statement #3: Supervisory staff will be well trained and provide overall leadership for workers**

## APS Intake Trends by Service Area (Past 12 Months)

### Strengths/Opportunities:

August 2016: CSA, ESA, and WSA have steady trends over the past 12 months. SESA is slightly increasing while NSA is slightly decreasing.

### Barriers:

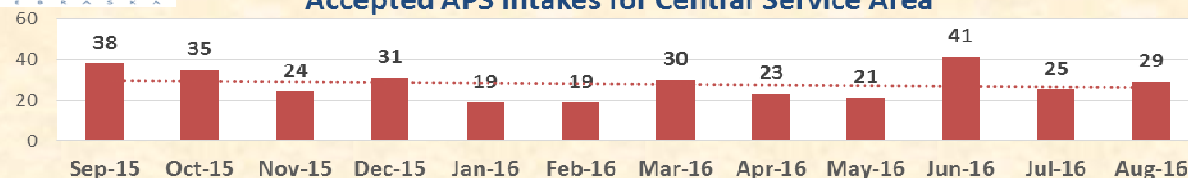
### Action Items:

This data includes multiple reporter intakes.

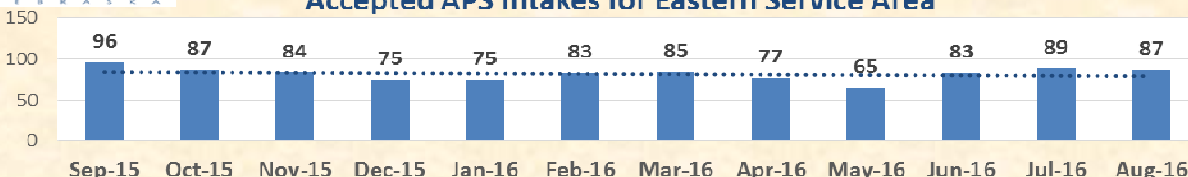
## What are the current trends for accepted Adult Protective Services intakes for each Service Area for the past 12 months?



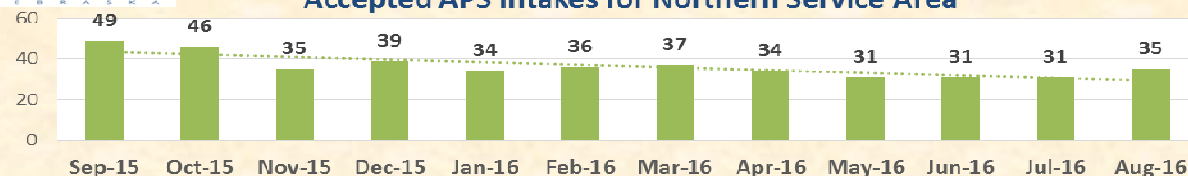
Accepted APS Intakes for Central Service Area



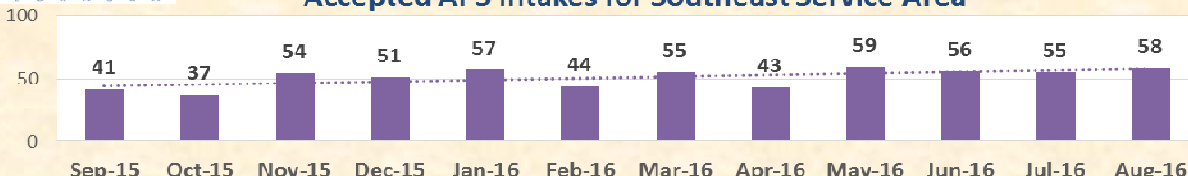
Accepted APS Intakes for Eastern Service Area



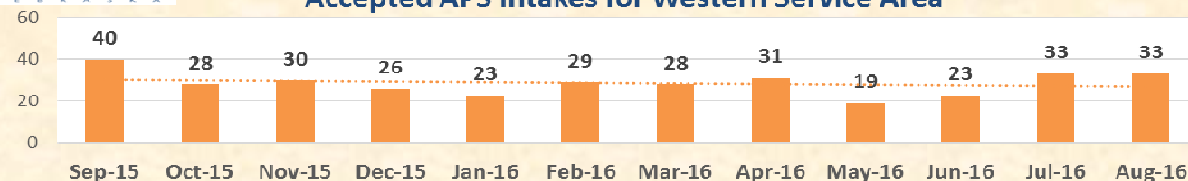
Accepted APS Intakes for Northern Service Area



Accepted APS Intakes for Southeast Service Area



Accepted APS Intakes for Western Service Area



Data Review Frequency: Monthly

Source: 2016-08 Intake QA Report

### APS Staff Vacancy Rate (6 Month Period)

#### Strengths/Opportunities:

August 2016: 28 out of 31 staff able to take a full case load in August 2016, with no staff in trainee status.

#### Barriers:

#### Action Items:

*\*Planned:* In the future, APS Staff could have their own classification.

How many APS positions were available for a full case load and how many positions were in Trainee status in a given month?

APS Positions (Full Case Load) by Service Area						
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
CSA	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%	4/4, 100%
ESA	11/11, 100%	11/11, 100%	9/11, 81.8%	9/11, 81.8%	9/11, 81.8%	9/11, 81.8%
NSA	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%	5/5, 100%
SESA	5/7, 71.4%	6/7, 85.7%	6/7, 85.7%	7/7, 100%	7/7, 100%	7/7, 100%
WSA	3/4, 75.0%	3.5/4, 87.5%	3.5/4, 87.5%	3.5/4, 87.5%	3/4, 75.0%	3/4, 75.0%
<b>Total</b>	<b>28/31, 90.3%</b>	<b>29.5/31, 95.5%</b>	<b>27.5/31, 88.7%</b>	<b>28.5/31, 91.9%</b>	<b>28/31, 90.3%</b>	<b>28/31, 90.3%</b>

APS Positions (Trainee Status) by Service Area						
	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
CSA	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%
ESA	0/11, 0.0%	0/11, 0.0%	2/11, 18.2%	2/11, 18.2%	0/11, 0.0%	0/11, 0.0%
NSA	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%	0/5, 0.0%
SESA	1/7, 14.3%	1/7, 14.3%	1/7, 14.3%	0/7, 0.0%	07/7, 100%	07/7, 100%
WSA	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%	0/4, 0.0%
<b>Total</b>	<b>1/31, 6.5%</b>	<b>1/31, 6.5%</b>	<b>3/31, 9.7%</b>	<b>2/31, 6.5%</b>	<b>0/31, 0.0%</b>	<b>0/31, 0.0%</b>

Source: Self-Report from all the Adult Protective Services Supervisors.

**Data Review Frequency: Monthly**

### Average Investigation Per APS Worker Per Month

#### **Strengths/Opportunities:**

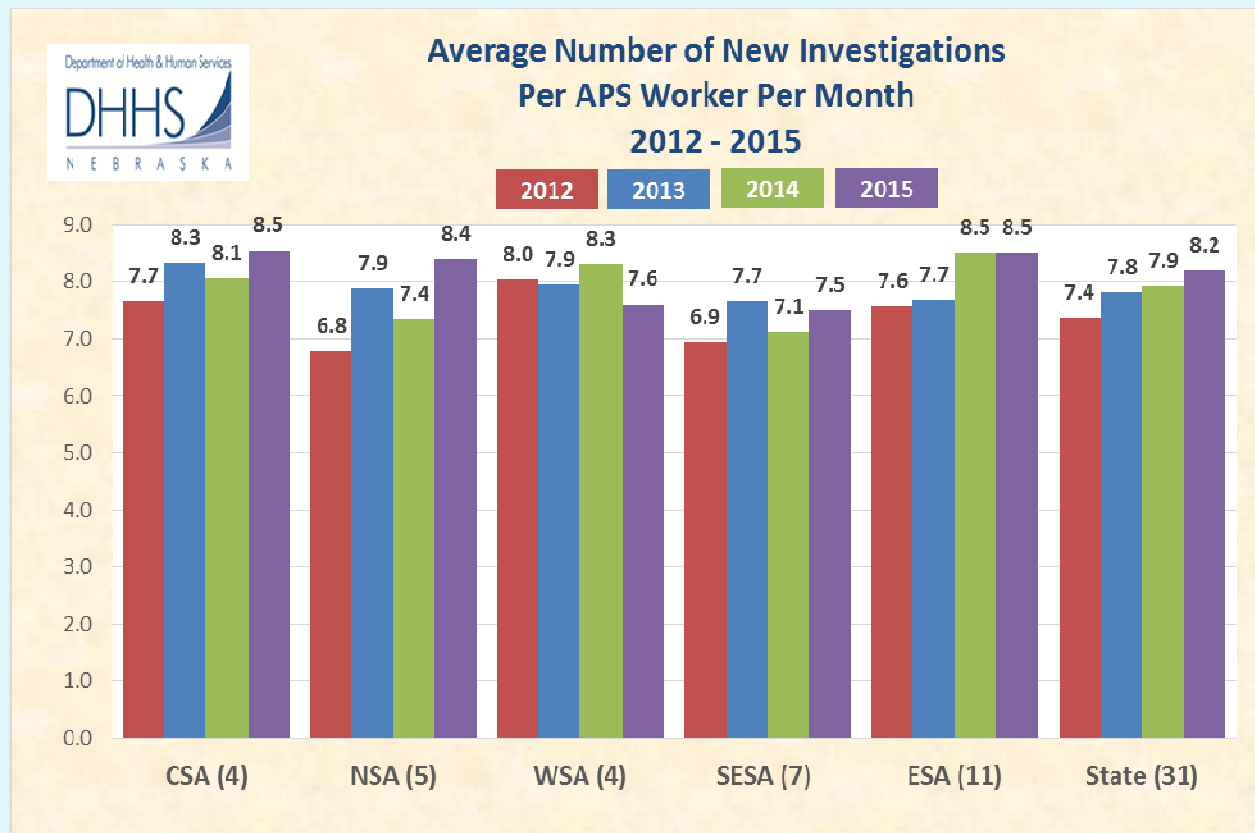
The average number of APS intakes per worker per month increased slightly from 2012 to 2013.

2014: The average number of intakes per worker increased from 2013, but several service areas decreased.

2015: The average number of intakes per worker per month increased in CSA, NSA, and SESA while ESA remained the same, and WSA saw a decrease in the average number. Statewide the average number of new intakes per worker per month increased to 8.2.

*Note: The number next to each service area represents the total allotted positions for the current year (2015).*

On average, how many investigations were completed by APS workers in each Service Area each month?



This data only represents new investigations. It does not reflect the number of ongoing cases managed by APS.

**Data Review Frequency: Monthly**

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